NETWORK TROUBLE ANALYSIS BUREAU

CONTENTS PAGE

1.0 General 1
2.0 Number and Location of Network Trouble Analysis Bureaus 1
3.0 Organization 2
4.0 Directing Head 2
5.0 Reference Library 2
Attachment: 1. Network Trouble Analysis Bureau

1.0 GENERAL

1.01 This Section describes the structure and the role of the *"Network Trouble Analysis Bureau"* in *DDD* trouble analysis.

1.02 "Network Trouble Analysis Bureaus" are composed of two groups of people dedicated to the improvement of DDD service. The two groups are the:

(1) DDD Service Bureau

(2) DDD Task Force

1.03 ***The DDD Service Bureau*** has responsibility for collecting and integrating trouble reports for its control area. The Bureau analyzes these reports and then assists the field by sending trouble patterns for correction.

1.04 The ***"DDD Task Force"*** is a group composed of representatives from the other departments involved in network performance. They are called together to aid the Bureau when the Bureau's efforts to clear a trouble condition have not been effective. The primary responsibility of the task force members is to make sure that the Bureau is receiving the appropriate interdepartmental support in its trouble detection activities.

1.05 The Network Trouble Analysis Bureaus make use of the original concepts of the 1961 Coordinated DDD Trouble Locating Plan. Additional areas of activity which have evolved since the publication of the plan have been added.

2.0 NUMBER AND LOCATION

2.01 One Network Trouble Analysis Bureau will serve either a company or an area, and may consist of a multiple Service Bureau operation.

2.02 The Network Trouble Analysis Bureau is usually located at the Company or Area staff headquarters or a major switching machine location but not in an equipment area.

2.03 Long range planning for space should include possible expansion into a "multifunctional maintenance operations center" to include -

(1) DDD Service Bureau

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(2) Semi-automatic connection appraisal survey (SACAS)

(3) Centralized Automatic Reporting on Trunks (CAROT) plus test frame tape preparation.

(4) Centralized T1 carrier administration.

(5) ESS Technical Assistance Centers (TAC).

(6) Centralized Alarm Receiving

3.0 ORGANIZATION

3.01 Establishment of a Network Trouble Analysis Bureau requires a Network Trouble Analysis Supervisor who reports to a Division level supervisor on the company or area ***staff***. A Network Trouble Analysis Supervisor may also be required to supervise multiple bureaus within a company.

3.02 A single bureau area without a full time task force will not require a Network Trouble Analysis Supervisor and the Bureau Chief will assume the broader responsibilities of a Network Trouble Analysis Supervisor for the area.

3.03 The Network Trouble Analysis Supervisor reports to the department responsible for equipment and facility ***maintenance*** in the area.

3.04 For the rapid investigation and correction of the Bureau's verbal or written trouble patterns or traces, a line of communication must be kept open between the Bureau and the intermediate and end offices without resorting to normal channels.

4.0 DIRECTING HEAD

4.01 The Network Trouble Analysis Supervisor must be able to provide the necessary tactful leadership along with organizing, analyzing and decision making abilities. A background in the telephone business covering local and toll switching machines, facilities of various types, and experience in machine administration is required.

5.0 REFERENCE LIBRARY

5.01 The Network Trouble Analysis Bureau library will include various departmental practices, letters and results books.

5.02 "Traffic Operating Practices" and letters covering the following are to be provided -

(1) Operator trouble reporting procedures

(2) Special practices covering reporting of failures on -

(a) Over-seas dialing

(b) In-wats

(c) Out-wats

(d) Improper supervision

(e) TSP-TSPS

(f) Data

(3) Standard tones and announcements provided by all machines.

(4) Distance Dialing Reference Guide.

(5) Traffic routing diagrams. (Principle cities and homing arrangements).

(6) Organization charts.

(7) Service observing practices.

(8) Summary of overdue trunk orders.

5.03 "Plant Operating Practices" (B.S.P.s) and letters covering -

(1) General sections on all types of switching machines.

(2) General sections covering pulsing and signalling

(3) Notes on "Distance Dialing" (BSP 800-100-100).

(4) List of standard test numbers

(5) DDD Service Bureau Directory

(6) Network Analysis Bureau publication

(7) CMP and PMI practices

(8) Central office reviews. (Summary of results).

(9) Transmission Improvement Program

(10) Service Results Plans

(11) Frame Administration

(12) Organization charts

5.04 "Engineering Practices" and letters covering -

(1) Reporting of "Over and Underloaded" offices

(2) Control of Western Electric forces during installation activity

(3) Transmission improvement items

(4) Connection Appraisal Survey

(5) Distance Dialing Coordinating Handbook (Green-Annual)

(6) Switching Network Survey - Toll Data Book (White - Annual)

(7) Organization Charts

(8) Long Range Plans

(9) Fundamental Toll Plan

5.05 "Independent Relations Practices" and letters covering -

(1) List of ownership of offices and facilities

(2) Agreements for trouble reporting and transferring of alarms during unattended operation

(3) Maintenance agreements

(4) Emergency power arrangements

(5) Office profiles

(6) Vacant level treatment

(7) Lists of tones and announcements furnished

(8) Organization charts

5.06 "Long Lines" or "Toll Practices" and letters covering -

(1) Special Long Lines practices and instructions not covered by standard practices

(2) Location of test lines (100 series)

(3) Organization charts

5.07 In order to analyze results and establish Bureau priorities for improvement, publications listing the results of various service and performance measurements are required. In addition to local publications, the following System publications are to be furnished.

(1) Quality of Service and Force (Green-Monthly)

(2) Plant Operations (White-Monthly)

(3) Interdepartmental Billing Service Results (Blue-Monthly)

(4) Traffic Results (Brown-Quarterly)

NETWORK TROUBLE ANALYSIS BUREAU

Network Trouble Analysis Supervisor

DDD Bureau Chief

Collection, analysis, call-thru testing, reports, billing, data analysis, clerical staff supervision

*Engineering Member

Assist in trouble analysis, Compatibility checks, Option check team organizer

Plant Member

Central office maintenance problems, C.M.P., toll test

*Independent Company Relations Member

Information to and from Independents, meeting with Independents, technical and routing problems

*Long Lines Member

Carrier and transmission problems, network trouble including data which require network coordination

*Accounting Member

Coordinate impact of billing information, coordinate computer applications for analysis

*Traffic Member

Coordinate collection of operator reports, coordinate with network managers, provision and verification of routing activity, code information, equipment and trunk capacities, machine failure to switch, extended area problems, customer instruction, switchboard problems.

*Task Force members normally part time, but may be full time if circumstances warrant.